

## RECEPTIONIST

Our multi award-winning clinic is looking for a talented Receptionist, to join our friendly and highly regarded team. With the ability to multi-task, you will be dedicated, organised and efficient; able to deliver an outstanding patient experience using your exceptional customer-service, co-ordination and administrative skills.

This is a unique opportunity to join our thriving, multi-specialist plastic and aesthetics hospital; the Cadogan Clinic, in the heart of Chelsea. Grow your career working with our hand-picked “best in class” plastic surgeons and our committed team of professionals who love delighting our patients.

Co-founded by our world-renowned plastic surgeon Mr Bryan Mayou, (best known for introducing liposuction into the UK) and his wife Dr Susan Mayou who is our leading consultant dermatologist (as featured in the Tatler Beauty and Cosmetic Surgery Guide 2022), we continue to pioneer the latest techniques in cosmetic healthcare, treating over 20,000 patients each year. Join us in our vision: changing patients’ lives and providing high quality care and excellent treatment outcomes.

If you would like to be considered for this opportunity, please send your updated CV and a stand-out cover letter to [people@cadoganclinic.com](mailto:people@cadoganclinic.com).

## PURPOSE AND VISION

As a family-owned clinic we are committed to our people and have a strong, supportive, knowledgeable team who reflect our values of patient care and professionalism and we look for passionate individuals who share our ethos, vision and purpose.

## ROLE SUMMARY:

No two days are the same in our busy clinic and our award-winning reception team are central to providing a first-class patient journey. Working supportively with one another, the team co-ordinate the patient welcome and their departure: processing billing and ensuring seamless efficiency, providing an excellent in-clinic patient experience.

This is a rewarding role for individuals who enjoy a fast-paced setting and can juggle multiple tasks and priorities at any one time. Being proactive is a key trait for this role; with the ability to act decisively and intuitively; ensuring the needs of the patient and their personalised care is prioritised.

## IN ADDITION:

**Location:** The Cadogan Clinic, 120 Sloane Street London SW1X 9BW (close to Sloane Square, South Kensington, Knightsbridge, and Victoria stations)

**Salary:** £26,000 per annum (full time annual salary; depending on experience and skills).

**Welcome Bonus:** An additional £2,000 “Welcome Bonus” on successful completion of the probationary period

**Additional pay:** Overtime pay (as per policy)

**Contract Type:** Permanent, full time, 40 hours

**Shift patterns:** Variable Shifts (with the option of working 4 days a week)

**Shift Days:** Monday to Saturday

## BENEFITS AND REWARDS

- Additional Holiday: 31 days holiday (including public holidays, rising to 33 days after 2 years of service)
- Holiday fun days – paid day off on your birthday and a paid day off for your “tie the knot”; wedding day (after a year of service).
- Wellbeing benefits: employee assistance programme, healthy in-clinic snacks and refreshments, Cycle to Work scheme
- Pension scheme (currently with NEST)
- Beauty benefits: team treatments and product discounts on successfully passing probation
- Social events; a social calendar and monthly team lunches from our favourite local foodie destinations in central London.
- Recognition and reward schemes; gifts and finance awards for length of service and commitment to our brand promises.
- Referral bonus scheme; rewarding our people for networking and growing our friendly team

## LEARNING AND CAREER DEVELOPMENT

- Opportunities to work with a growing, ambitious, and highly regarded, plastic surgery and dermatology business, networking with world-class consultants in the field of plastics and dermatology; opportunity to develop your career within a knowledgeable and professional setting
- Lunchtime learning (opportunities to learn from our consultants, industry specialists and our founders)
- Protected time for development and training
- Development pathways for training; opportunity to progress within specialist areas of responsibility; formalised training opportunities as per clinic strategy

Our benefits and rewards are always changing; follow us on Linked in or stay in touch at [Careers at Cadogan Clinic | Private Cosmetic Clinic](#)

## ROLE REQUIREMENTS/ SKILLS & EXPERIENCE - RECEPTIONIST

### ESSENTIAL

- A team player with the ability to deliver their roles and responsibilities in a calm and efficient manner while working in a busy environment.
- Good relationship builder – ability to create strong working relationships across different departments and consultants.
- Experience of working in a similar high-end environment, delivering exceptional levels of service.
- Strong attention to detail
- Excellent communication skills and immaculate written English
- A polished and professional manner
- Excellent communication skills.
- Excellent IT and administrative skills.
- A ‘can do’ attitude.
- A calm demeanour with prior experience working under pressure using sensitivity and discretion always.
- Keen interest in aesthetics/wellbeing

### PREFERABLE

- Experience in medical administration.
- Prior experience working in a private outpatient department or aesthetic clinic would be advantageous.